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ABSTRACT

This book details a step-by-step procedure for setting up effective on-the-job training (OJT) programs in actual work settings. The book contains 11 chapters grouped into 3 parts. Part 1, which is devoted to meeting the demand for employee expertise, consists of a chapter explaining how the need for effective and efficient development of employee expertise has prompted extensive interest in structured OJT and a chapter presenting a system view of structured OJT and those features that distinguish it from training approaches. Included in part 2 are seven chapters about the following aspects of designing, delivering, and evaluating structured OJT: understanding the four possible ways of using structured OJT; conducting a task analysis in preparation for developing structured OJT modules; selecting, training, and managing structured OJT trainers; preparing structured OJT modules; preparing to deliver structured OJT; delivering managerial, technical, and awareness training; and evaluating and troubleshooting structured OJT programs. Part 3, which concentrates on using structured OJT, includes a chapter on managing the change process and issues in using structured OJT and a chapter on developing a culture of expertise. Some chapters include checklists, summary lists, and/or illustrative examples. Contains an 86-item bibliography and a subject index. (MN)

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